

**NATIONAL ADVISORY COUNCIL  
FOR OFFICE PROFESSIONALS**

**AND**

**ORGANIZATIONAL SECRETARIAL ADVISORY COUNCILS**

**ANNUAL REPORT – June 1, 2008 - May 31, 2009**

**Prepared By**

**NATIONAL ADVISORY COUNCIL FOR OFFICE PROFESSIONALS  
AGRICULTURAL RESEARCH SERVICE  
U.S. DEPARTMENT OF AGRICULTURE**

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**Overview:**

The Council was hosted by the Southern Atlantic Area in Miami, Florida, the week of June 2-4, 2009. Council members were welcomed by Mr. Robert Heath and given a tour of the Subtropical Horticulture Research Station. A teambuilding session was held to facilitate integration of new members to the Council. This included an interactive team building session by Jan Lewis, AFM-ODEO.

The Council Charter was reviewed and updated. Also reviewed and updated were the Council's website, the Quick Reference Guide, the Orientation Plan, and the Resource Assistance list. The Council established goals for the coming year.

The Council prepared and submitted a cost comparison for a national conference and training.

The Council conducted monthly conference calls to work on goals and priorities. Information was shared with local councils and office professionals through NACOP Notes and the Website.

Respectfully submitted,

Drusilla Fratesi, Senior Co-Chair  
Diona Austill, Junior Co-Chair

**Members of the 2008-2009 National Advisory Council for Office Professionals**

**Drusilla Fratesi, MSA, Senior Co-Chair**  
**Diona Austill, NPA, Junior Co-Chair**  
**Patricia Berry, HQ, Ex-Officio**  
**Cathy Lonaberger, OA, Technical Advisor**  
**Rhonda Sampson, OCIO, Technical Advisor**  
**Terry Brooks, NAL**  
**Diane Koch, NAA**  
**Barbara Hodges, SPA**  
**Wendy Jacobs, BA**  
**Shelia Jackson, SAA**  
**Sandy Groneberg, MWA**  
**Debra Penick, PWA**

**Former members of NSAC/NACOSP/NACOP:**

**KATHY ARAGON, NPA  
MARIA ARCHER, NAL  
BRENDA AYSENNE, MSA  
BARBIE BALLENGEE, PWA  
SANDRA BALL, NAL  
PRUNELLA BRANISH, NAA  
SHERRI BUXTON, MWA  
KAY CARR, SAA  
CARMELA CARRICK, HQ  
CLARICE CARTER, TECHNICAL ADVISOR  
PATTY COYLE, NAA  
JOYCE CRAIG, HQ  
LOUISE DALTON, NPA  
PHYLLIS DAVIS, NAA  
DEBRA DUCKWORTH, SAA  
TAMMY DURFEE BLAIR, PWA  
BRENDA ELSTON, HQ  
JANET FERST, HQ  
LIBBY FOUSE, PWA  
RHEA FRYAR-CALVERT, SPA  
MADELINE HALL, MSA  
NADINE HEIRS, BA  
TERRY HENRICHS, NAL  
SUE HURD, NPA  
BONNIE INGRAM, MWA  
MARCIA JENKINS, MWA  
CODY JENSEN, NPA  
VERONICA LAIRD, PWA  
OLGA LEE, NPA  
HEATHER LEWANDOWSKI, MWA  
ANGIE MARCHETTI, HQ  
ELAINE, MCGUIRE, BA  
SHEILA MESSINEO, BA  
LINDA NEUENHAHN, HQ  
OLIVIA PEDRAZA, SPA  
ROSETTA PROCTOR, HQ  
JANNETTE SHUFORD-REEVES, NAL  
BETTY SIGLER, NPA  
MARY SILVA, NAL  
FRANKEE SIMPSON, SAA**

**JOYCE SMITH, NAA**  
**MICHELLE SNOWDEN, HQ**  
**KRISTEN SOTER, BA**  
**QUEEN SPRIGGS, HQ**  
**ANNE STELLE, SPA**  
**CECELIA STORTZUM, TECHNICAL ADVISOR**  
**STEPHANIE LIVELY SULLIVAN, NAA**  
**GENEVIEVE SWARTZBERG, MSA**  
**KATHY TOWNSON, BA**  
**SUE THORNBURG, NPA**  
**RUTH TREAT, SPA**  
**LORI WILSON-VOSS, MWA**  
**TONI WALLS, TECHNICAL ADVISOR**  
**SANDRA WARREN, MSA**  
**SABRINA WHITLEY-FERRELL, SAA**

**NATIONAL ADVISORY COUNCIL FOR  
OFFICE PROFESSIONALS**

**ANNUAL MEETING**

**Date:** June 2-4, 2009  
**Location:** Miami, Florida  
**Host:** South Atlantic Area

**FY-08/09 ACCOMPLISHMENTS**

Work towards the 2009 Conference

Proposal and cost comparison were prepared and submitted but the decision was made to postpone the conference for now.

Review the NACOP website

The website was reviewed and updated throughout the year and reviewed again during the annual meeting.

Continue NACOP Notes

NACOP Notes was published in November and May and distributed via the national council to local councils and all office professionals.

Increase Awareness of NACOP through use of displays

Information was shared as to availability of small and large NACOP council posters. Council members were encouraged to use them for their area meetings.

Develop historical record

The historical record and pictorial directory was updated throughout the year, and work is continuing on the timeline.

Update NACOP Brochure

The brochure has been updated and posted to the SharePoint site for use by members during area events.

Link to information developed by local councils

Information links distributed to all office professionals through NACOP Notes.

Form annual report committee to ensure June to May timeframe is met.

Committee was formed and annual reports were posted to the website.

In addition to the accomplishments based on the goals, the council created a SharePoint site for ease in sharing information and maintaining working documents.

### **FY-09/10 GOALS**

Keep all office professionals informed of new website links.

Area councils have developed useful and informative documents and are making them available to all office professionals via their local council websites.

Increase awareness of NACOP through use of displays and brochures.

Council members are to promote use of two NACOP displays (available from the Sr. Co-Chair) and the revised NACOP brochure available on the SharePoint site.

Provide minutes of annual meeting to Mr. Jim Bradley and Dr. Ed Knipling.

In an effort to keep the Sponsor and Administrator informed we will begin to distribute the annual meeting minutes to them.

Continue to review and update website and historical records.

Council members will send updates to webmaster or historian on a continual basis.

Update Resource Assistant's list.

A committee was formed to review items and individuals on the list and update as appropriate. Post final version on website.

Submit proposal and, when approved, implement and provide National Office Professional Training Workshop.

Prepare cost comparison and proposal for submission through management for national training workshop. Upon receipt of approval, finalize plans and conduct workshop.

Guide local councils and encourage participation.

Discussed how local councils work and discussed ways to encourage participation and garner support.

Inform Sponsor on local council issues.

Prepare and submit a letter to the Sponsor explaining issues that local councils are incurring with participation and support.



**SECRETARIAL RECOGNITION PROGRAM**

**ARS Secretary of the Year:**

Melissa Alegria  
Office Automation Assistant  
Southern Regional Research Center, New Orleans, LA

**Beltsville Area:**

Stefanye Washington, USNA  
Education & Visitors Service Unit

**Mid South Area:**

Cathy Sabbatini (GS-06 and above)  
Program Assistant, Natural Products Utilization Research Unit  
Oxford, MS

Stacye Harrison (GS-05 and below)  
Office Automation Assistant, Southern Weed Science Research Unit  
Stoneville, MS

**Midwest Area:**

Ann Houser (Soil Drainage Research Unit, Columbus, Ohio)

**Northern Plains Area:**

Joan Rosch, NPA Secretary of the Year for 2008.

**Area: Beltsville Area (BA)**

**Current Members:**

Donell Bladen, PSI, CSGCL (Junior Co-Chair)  
Mary Dailey, PSI, MPPL  
Laura Denice, ANRI, Institute Office  
Tina Hunter, PSI, NGRL  
Wendy Jacobs, PSI, Institute Office (NACOP Technical Advisor)  
Stephanie Lahocki, BHNRC, NDL/FCML  
Linda Nix, BHNRC, FCHL/FIERL (Senior Co-Chair)  
Catherine Parsons, PSI, FQL  
Kisha Shelton, USNA (Recorder)

**2008 Accomplishments:**

June 2008, BAASAC devised and distributed a survey using Survey Monkey. This was sent to the Beltsville Area Administrative Staff in an effort to assist the Area Office with issues we were having with GovTrip. The Area Office was able to gather the information which proved useful for their GovTrip training.

BARC Career Development Workshop held in two-part sessions. October 22, 2008 or October 23, 2008. Meyer's Briggs Type Indicator was the first of two sessions and was presented by Kit Hoyle, HRD, AFM.

BARC Career Development Workshop on November 19, 2008, or November 20, 2008. The 2<sup>nd</sup> session was presented by Kim McGregor, HRD, AFM on OPM Leadership Competency Framework, Career Development, and Self-Development through AgLearn.

"Vision & FISH Philosophy", April 29, 2009. This was for the 2009 Administrative Office Professionals Week. "Vision" was presented by Chevon Gibson, HRD, AFM and "FISH Philosophy" was presented by Wendy Jacobs, PSI, and Tina Hunter, PSI/NGRL, along with members of BAASAC.

**2009 Goals:**

Keep the Website current.

Meeting with Management to discuss how BAASAC can serve in a more advisory capacity on new initiatives which impact employees at BARC.

**2009 Goals (Cont'd)**

Give a presentation to Management and the Research Leaders on our past and present accomplishments, as well as our future goals.

Microsoft Office 2007 Training

2010 Administrative Professionals Day Training

GovTrip Travel Training

**2008 Secretary of the Year:**

Stefanye Washington, USNA  
Education & Visitors Service Unit

## **Area: Headquarters Advisory Council for Administrative Professionals (HACAP)**

### **Current Members**

Mary Goleski – Chairperson (Ending term on HACAP 2009)  
Claudette Shields – Chairperson (Taking over as Chairperson in April 2009)  
Cathy Widner – Co-Chairperson (Ending term on HACAP 2009)  
Darlene Yesudian - Webmaster  
Cozette Talib – Membership Chairperson  
Claudette Shields  
Bonnie Lapelosa  
Jackie Kelly  
Sharon Roberts  
Colette Wood  
Marcia Herbert  
Michelle Voyatzis

HACAP represents everyone in the GS-318, GS-326, and GS-303 series from the following areas: Office of the Administrator which includes: National Program Staff (NPS); Office of International Research Programs; Office of Technology Transfer; Budget and Program Management Staff; Homeland Security; Civil Rights; Information Staff; Office of the Chief Information Officer; Office of Scientific Quality Review; Legislative Office; and Administrative and Financial Management (AFM).

All administrative professionals in those series are invited and encouraged to attend all meetings and events sponsored by HACAP.

HACAP has a representative on the National Advisory Council for Office Professionals (NACOP).

### **Accomplishments**

HACAP was reestablished in 2006. We revised the charter, changed the name, and increased the membership.

Accomplishments include:

1. Surveyed administrative professionals to determine how HACAP could be of help, i.e., training needs and to discover what would make them want to participate.
2. Participated in a joint workshop with Headquarters, BARC and NAL
3. Updated and improved the HACAP Web site (includes links to GPO Style Manual and ARS Correspondence Manual).
4. Sponsored Resume/KSA training.
5. Held All-Hands meetings with Administrative Professionals to provide them with the

opportunity to ask for the training they need and to get ideas regarding what resources would help them with their jobs.

6. Brought to the attention of management the need for specific training.

Since our last report, we have had three additional All Hands meetings/workshops with all administrative professionals in AFM and Headquarters. We provided sessions for network and training. Training consisted of WebTA, GovTrip, SF-52's; and Purchase Card Program. We also had interesting speakers on "Positive Approaches to Changing Times" and "Making Good Health a Way of Life."

### **Goals**

- Continue to provide training and information to all administrative professionals.
- Update the HACAP Web site.
- Continue to try to get more people involved in HACAP (by updating the Web site; welcome letters to new employees, and holding more All Hands Meetings).
- Support NACOP as needed with their tentatively scheduled conference.
- Elect new officers and recruit new members.

HACAP will continue its objective to serve the Office of the Administrator and Deputy Administrator, AFM, in an advisory capacity on new initiatives that impact AFM and Headquarters administrative professionals. We will encourage ongoing communication among administrative professionals, NACOP, and the administration, and advise the Office of the Administrator and Deputy Administrator, AFM, on matters relating to development, advancement, and recognition of Headquarters office support personnel.

**Area: Mid South Area (MSA)**

**Current Members:**

Ann McGee, Senior Chair, Stoneville, MS  
Lynda Taylor, Junior Chair, Stoneville, MS  
Donna Signa, Recorder, Stoneville, MS  
Sydney Beaumont, New Orleans, LA  
Althea Hunt, New Orleans, LA  
Kelli Greene, Lexington, KY  
Peggy Tubertini, Oxford, MS  
Dawn Reed, New Orleans, LA  
Marlene Coley, Sponsor's Assistant, Stoneville, MS  
Tammy Dorman, Ex-Officio Member, Auburn, AL  
Drusilla Fratesi, Technical Advisor, Stoneville, MS  
Lucienne Savell, Webmaster, Oxford, MS  
Deborah Brennan, MSACOP Sponsor, Associate Area Director, Stoneville, MS

**Accomplishments for June 2008 to May 2009:**

The Mid South Area Council of Office Professionals held their annual meeting May 13 and 14, 2008, at the USDA/ARS R.W. Harned Research Laboratory adjoining the Mississippi State University Campus in Starkville, MS.

The following individuals were chosen for leadership positions for the Council: Ann McGee, Senior Chair; Lynda Taylor, Junior Chair and Donna Signa, Recorder.

The following individuals were chosen to fill vacancies (utilizing the Vacancy Announcement that was drafted in 2005/06) on the MSA Council beginning June 1, 2008: Kelli Greene, Lexington, KY; Althea Hunt and Dawn Reed, New Orleans, LA.

The Charter was revised and updated. The Charter was approved by all members.

Council held conference calls bi-monthly.

MSAOP information posters and brochures were updated and distributed to each location for display. The MSA Council's website (<http://msa.ars.usda.gov/osp>) and the MSAOP SharePoint site were updated and maintained as needed. New links and community items, such as helpful sites, S.O.P., photographs, updated Charter, News Notes editions and conference call minutes, have been added. Basic information, such as Mission and Goals, Membership List, Annual Reports and NACOP information, is also available. A counter has been placed on the website to monitor the quantity of use. The MSAOP News Notes has been distributed once with input from all Council members.

The Annual Operating Budget was approved by the Mid South Area Director.

Congratulatory retirement and promotion letters have been sent to appropriate individuals.

The mentoring program for new office professionals is continuing in the Mid South Area.

**Goals for June 2008 to May 2009:**

The Council will fill the two vacancies for 2008/2009. [2 vacancies filled]

The OP Training Committee through the Council recommended to the Mid South Area Director the implementation of the Training Outline. [Multiple planning conference calls held. Training Outline completed and approved by the Area Office. Additional trainings have been offered utilizing WebEx covering RPES & SharePoint in September 2008 and Agreements in April 2009. These web cast trainings were attended by 29 and 31 Office Professionals, respectively, at a significant savings in time and expense for travel.]

Disseminate form for scientists to provide information to the office professional for data entry for ARS-115 input in ARIS. [Goal was completed.]

The fall meeting was finalized for November 3-6, 2009. [Date, location and length were decided; cost comparison submitted for approval from Area Director and was approved.]

Establish Office Professional Advocacy Committee (OPAC) to gather information on office professional positions descriptions for possible upgrading and to survey Research Leaders concerning their support and possible service on the committee. [Committee was formed and several planning conference calls held. Information gathering begun and survey of Research Leaders was completed.]

Dr. Brennan approached Dr. King with a request to include the MSACOP in the 2009 Leadership Meeting since the OP's are a critical part of the Area Leadership. [This was completed.]

**Office Professionals of the Year:**

Cathy Sabbatini (GS-06 and above)  
Program Assistant (Office Automation)  
Natural Products Utilization Research Unit  
Oxford, MS

Stacye Harrison (GS-05 and below)  
Office Automation Assistant  
Southern Weed Science Research Unit  
Stoneville, MS

## **Area: Midwest Area (MWA)**

### **Members of the 2008 Council included:**

Sherri Buxton, Co-Chair

Kim Meyers, Co-Chair

Stacey Carlson

Sandy Groneberg, Ex-Officio, National Council Representative

Ann Houser, Web Master

Heather Lewandowski, SOP Co-Editor

Jenny Moses, Recorder/Information Coordinator

Nancy Sanders, News Notes Editor

Melissa Stiefel, SOP Co-Editor

Diane Strub, PASTG Sponsor

### **Accomplishments**

- The PASTG has taken a leadership role in creating and maintaining an on-line Standard Operating Procedures (SOP) manual, a compendium of approved Agency procedures with examples, to assist the Midwest Area secretarial and administrative support staff. The manual is an excellent training tool for recently hired and seasoned support staff, as well as an invaluable resource for new, revised, and current procedures. Other ARS areas regularly use the MWA SOP as a reference tool and have also used it to assist them in developing their own manuals.
- The MWA Mentoring Program: The PASTG composed a guide for mentors and appointed experienced mentors for new secretaries in the Area. The PASTG created a form letter to welcome secretaries to ARS, give them their mentor's name, location, and contact information, and let them know how to access the PASTG website. The letter is also copied to the new secretary's Research Leader. All new MWA secretaries are assigned a mentor for a minimum of one year although the relationships usually continue beyond that time creating lasting support networks among MWA secretaries. All new support staff are brought into Peoria for training. Key Area personnel also meet with the group to provide additional specialized training. Four mentees were trained this year.
- Temporary Assistance Program: The PASTG temporary support program has continued to provide support to units with secretarial vacancies. This program ensures that management unit offices operate smoothly when a permanent support position is vacated. The PASTG recruits volunteers from the secretarial team in the Area to serve in administrative assistance roles in the interim. This service has been recognized within the Area as essential to maintaining administrative workflow and research progress.
- We continue to disseminate noteworthy news items in the PASTG News Notes to all office support personnel in the Midwest Area.



- 2007 marked the twelfth year of the MWA Secretary of the Year program. Ann Houser of the Soil Drainage Research Unit, located in Columbus, Ohio, was selected as the 2007 MWA Secretary of the Year and was recognized for her achievements.
- Our SOP manual was converted from chapters to an A-Z listing to make it more user-friendly and easier to locate specific items which helped us accomplish goal #1 below.

### **Goals**

- Continue to update the Midwest Area PASTG Home Page and make it more user-friendly.
- Update the SOP Manual.
- Continue quarterly newsletter.
- Work on a Foreign Visitors Brochure.
- Address issues brought up at the last Leadership meeting in St. Louis, MO.
- Continue Temporary Assistance Program, as needed.
- Continue to offer training to new MWA office support personnel.
- Address initiatives as directed by the MWA Senior Management Team.

### **Secretary of the Year**

- Ann Houser (Soil Drainage Research Unit, Columbus, Ohio)  
Midwest Area Secretary of the Year

**Area: National Agricultural Library Support Staff  
Advisory Council (NALSSAC)**

**Current Members:**

Vacant-Office of the Director, Technical Advisor

Vacant- Office of the Director, Chair

Sharon Middleton, Public Services Division

LaTasha Burl, Technical Services Division

Vacant- Information Systems Division

Terry Brooks, Public Services Division

**Accomplishments**

- Updated the NAL Administrative Procedures Handbook on NAL's Intranet. This handbook serves as a resource to not only the support staff but other employees at the Library as a Standard Operating Procedure for electronic resources, emergency procedures, correspondence, forms, procurement, personnel, awards, time and attendance, travel, and mail and is continually updated as needed.
- Held quarterly working luncheons to share information with all NAL support staff. We invited a guest speaker that focuses on issues that are pertinent to the support staff (AgLearn, HRD procedures, Web Telephone Conferencing, etc.)

**Goals**

- Development of the NALSSAC website that will link to the NAL and ARS websites to encourage better communication between the councils.
- Continue to update the NAL Administrative Procedures Handbook on the NAL Intranet
- Continue the quarterly working luncheons
- Work with the NAL Management Team to help initiate some of the recommendations from the Support Staff Workforce Study, i.e., Training and Mentoring and Succession Planning.
- Mentor new support staff as they come on board and encourage participation in NALSAAC.

## **Area: North Atlantic Area (NAA)**

### **Current Members**

Pending formal announcement from the Area Director, the following members will be our new Council:

Diane Koch, Ex Officio and Technical Advisor  
Karen Barry  
Jenny Joseph  
Teresa Silveous  
Maria Dallara  
Rosemary Martinjuk

Duties/responsibilities have yet to be assigned.

The charter is being reviewed and a proposal has been made (not yet approved) for the new Council to meet face-to-face to formalize the charter, etc.

### **Accomplishments**

A new proposed charter, etc., has been prepared and is being reviewed.

### **Goals**

The NAA COP website will be one of the first projects, followed by a mentoring program, orientation for new secretarial personnel, etc. We anticipate having the new Council up and running fully by August 1, 2009.

### **Secretary of the Year**

The North Atlantic Area Office Staff Recognition Program did not recognize a winner for 2008 but at the current time is preparing to announce the 2009 Program.

**Area: Northern Plains Area (NPA)**

**Members of the 2008 Council included:**

Diona Austill, Miles City, Montana – PR, Webmaster, Technical Advisor  
Louise Dalton, Fort Collins, Colorado – Ex-Officio Member  
Lori Dimmer, Fargo, North Dakota – Chair  
Olga Lee, Fort Collins, Colorado - Ex-Officio Member  
Elaine Liddell, Manhattan, Kansas  
Marianne McCaulay, Fort Collins, Colorado - Recorder  
Linda Parnell, Clay Center, Nebraska - Secretary Welcome Packet Coordinator

**Accomplishments**

- The Resource Assistant List was updated. This listing of secretaries, who voluntarily serve as mentors to other secretaries in specialized areas, is included in the Welcome Packet and is available to everyone on our Web site.
- Provided NACOP with information for their quarterly newsletter.
- Diona Austill assumed the Media Public Relations responsibilities.
- Representatives from the Council served on the NPA Leadership Planning Committee and Council provided input into the Secretarial Session of the 2009 NPA Leadership Conference.
- At the 2009 NPA Leadership the Council gave a PowerPoint presentation during the Administrative Breakout Session highlighting some of our accomplishments and goals and encouraging council participation.
- The NPACOP revised the informational brochure about the Council.
- The NPACOP Web site was redesigned and uploaded to the ARS web site using SitePublisher.
- The NPACOP Quick Reference Guide was updated for NPACOP's Web site.
- In December 2008, a New Secretary Orientation was held in conjunction with the New Scientist Orientation.
- The NPACOP met in October 2008. One council person, Lori Dimmer, finished her term on the council and was replaced by Kim Swanson, Fargo, ND. Susan Coombes, Brookings, SD, was not able to take on the duties so Elaine Liddell, Manhattan, KS, filled her position. Linda Parnell assumed duties as Chair, Elaine Liddell assumed the Welcome Packet coordinator duties, and Kim Swanson assumed the PR duties.
- Elaine Liddell maintains and distributes the Welcome Packet to new NPA secretaries. On behalf of our Council, Elaine calls new secretaries to welcome them after sending

them a Welcome Packet. Linda Parnell, Chair, follows-up with a welcome from the Council.

- The NPACOP charter was revised and signed by council members.
- NPACOP goals and action items were reviewed and revised.

### **Goals**

- The ARS Files Management Guidebook needs updating. Hank Davis is following up with the OCIO council. This may be an item that our Council can initiate within the NPA.
- A standardized position description for office professionals needs to be addressed. Our NACOP representative will bring this to the attention of the national council for their action.
- The Resource Assistant List will be updated. This listing of secretaries, who voluntarily serve as mentors to other secretaries in specialized areas, is included in the Welcome Packet and is available to everyone on our Webpage.
- Increase awareness of NPACOP activities by making personal contact with all new NPA office professionals.
- Assign a NPACOP member to serve as a mentor to each new NPA office professional.
- Maintain/update office professional resources (i.e., the Quick Reference Guide, Brochure, and Web site) provided by the NPACOP and send a Welcome Packet to each new NPA office professional.
- Address requirements and requests from NACOP.
- Provide NACOP with information for their semi-annual newsletter.
- New office professional orientation will be conducted in December 2008.
- Kim Swanson will periodically submit helpful “did you know” hints to all office professionals through e-mail.
- Provide a coaster with the NPACOP logo to all office professionals.

### **Secretary of the Year**

- This award is presented biannually. Joan Rosch has been selected Secretary of the Year for 2008.

**AREA: Pacific West Area (PWA)**

**Members of the 2008 Council included:**

Stefani Morgan, Sr Co-Chair  
Melanie Wilson, Jr Co-Chair  
Mary Prestidge, Reference Guide Coordinator  
Deb Penick, Information Coordinator, NACOP Technical Advisor  
Lorraine Sonoda, Recorder  
Shelby Beckner, Website Coordinator  
Veronica Laird, PWA Representative

**Accomplishments:**

- Established ARS-PWA-ALL Secretaries distribution list
- Distributed SAC Information and Recruitment Packet; Contacted individual support employees by Council members to promote the Council's mission, encourage participation and application to be a Council member.
- Sustained renovation and updating of website; Provided up-to-date, informative website to assist area office support personnel to enhance skills and abilities with current Agency processes and programs.
- Reassessed Reference Guide, i.e. FAQs; additional information for foreign nationals
- Designed a Welcome Packet which is sent to PWA new hires to introduce the Council and to provide initial resource assistance.
- Created and implemented an annual activity to recognize all PWA office support personnel during observance of Administrative Professionals Week.

**Goals:**

- Establish monthly PWA support staff conference calls; strengthen and improve the knowledge and skills of all PWA office support staff through networking
- Restructure OSAC website; improve communication, awareness, and skills among office support staff, and provide advice and recommendations on Agency and PWA policies
- Recognize PWA office professionals on Administrative Professionals Day
- Establish virtual calendar for events and action items

### **Area: South Atlantic Area (SAA)**

The mission of the South Atlantic Area Advisory Council for Office Professionals (SAA-ACOP) is to serve as a foundation of knowledge to all Office Professionals in an advisory capacity with input from the Deputy Area Director and the Technical Advisors. Our goals are to strengthen the professional bond between Office Professionals and management through increasing the awareness of career development programs, improve communication through the semi-annual newsletter, enhance training through use of the scholarship and mentoring program.

### **Council Members for 2008 are:**

Debbie Roland – Chair (2/04) 2 years

Wanda Rohrer – Co-chair (2/04) 2 years

Vacant – Webmaster (2/06) 2 years

Connie Bryant, Raleigh, NC – Recorder (2/06) 2 years

George Lee, Miami, FL – Historian (2/05) 2 years

Debbie Ambrose, Winter Haven, FL – Newsletter Editor (2/06) 3 years

One member (vacant) 2 years

Shelia Jackson, Athens, GA – Technical Advisor (determined by length of NACOP membership)

### **2008 ACCOMPLISHMENTS**

- Sponsorship was delegated by Area Director to Deputy Area Director
- Added two new technical advisors to include a Research Leader and an Administrative Officer
- Featured 2007 Office Professional of the Year recipient, Betty Bracey, for inclusion in Spring Newsletter
- Completed draft of Vision and Mission Statement
- Conducted two on-site Mentoring/Training sessions
- Conducted spot mentoring/coaching to 34 employees during the year
- Instructed the ARIS session at Fall Quarter AO workshop
- List of nominees presented for consideration. The SAA-ACOP council consists of eight members and the Technical Advisor. We have two vacancies at present.
- Presented the “2008 Office Professional of the Year Award” – Debbie Roland, Dawson, Ga.
- Added two new members
- Updated, reviewed, and signed 2008 Charter
- Updated SAA-ACOP brochure for South Atlantic Area locations
- Distributed Newsletter
- Scholarship application was reviewed, updated, and approved
- Held conference calls to continue council business throughout the year
- Revised brochure to include new members and contact information
- Spot Awards (2) were given resulting from mentoring efforts

**GOALS: May 2009 – January 2010**

- Implement SAA ACOP Strategic Plan
- Update Partnership in Excellence document originally implemented in 1996
- Reinforce mentoring effort by follow-up survey “How Did We Do?” form with mentees
- Publish a list of current and former council members to serve as mentors
- Distribute welcome package to new office professional employees
- Maintain a functional website on the Internet
- Participate in planning 2009 Leadership Conference
- Create a Presentation Board for 2009 Leadership Conference
- Request for purchase and distribution of SAA ACOP lapel pins to be presented on 2010 Office Professional’s Day
- Print brochure and distribute with travel card “Do’s and Don’ts” to all SAA office professionals
- Establish monthly conference call schedule last Thursday of every month beginning in May, 2009 at 10:00
- Distribute Newsletter semi-annually



## **Area: Southern Plains Area (SPA)**

### **Current Members**

Susan Daughtry – Chair  
Beverly Keller – Co-chair  
Sherry Dewald – Recorder  
Beth Holt – Training Coordinator  
Whitney Davis – Information Coordinator  
Anne Steele – Permanent Member  
Ruth Treat – Permanent Member  
Barbara Hodges – NACOP Representative

### **Accomplishments**

- Had a breakout session at the SPA Leadership Conference for the Office Professionals entitled “The OP Master Gardener Program, Cultivating the Management Team.”
- SPA ACOP New Employee Packages were sent out to all new office professionals.
- Continued sending the newsletter to all of SPA.
- Held our quarterly teleconferences.
- Revised the SPA ACOP Charter and obtained signatures.
- Started the development of a poster to be distributed to each location.
- Added a new permanent member to our Council.

### **Goals**

- 1) Improve our communication with the office professionals and supervisors as well as our visibility by developing a calendar for the SPA of “ACOP Alerts – A 12 Step Program for the Office Professionals.”
- 2) Finalize ACOP poster and also develop brochure.
- 3) Continue writing and distributing the ACOP newsletter.
- 4) Distribute the newly developed SPA ARS-115 brochure.
- 5) Send out a summary of our minutes from meetings and conference calls.
- 6) Continue to send welcome packets to new office professional; but also do a follow-up with them two weeks later.
- 7) Improve awareness of and encourage participation in the National ACOP meeting to be held in March 2009 in Albuquerque, NM.
- 8) Put our National and SPA Display Boards up at various meeting within SPA, beginning with the New SY Orientation Workshop being held at the Area Office in October 2008.
- 9) Plan for an Office Professional Training in the spring of 2010.